

HYL Process for Parent Concerns

While we will not agree on everything, coaches have a duty to make decision in accord with what they believe to be in the best interest of their players in the context of the broader team and program. When a parent or other concerned party has a disagreement or concern, it is necessary for the issue to be both expressed and heard in a manner showing mutual respect. To assure this standard is met, the following is expected:

1. **24-Hour Rule**-coaches do not stop coaching at the final buzzer. Although parents may view the hour or so after completion of a team event as a convenient time to conference, coaches have a duty to supervise and coach (help student athletes reflect on or PROCESS either a victory or loss). For this reason, and to ensure that "cooler heads prevail", it is expected that conferences with coaches are scheduled away from the sideline and at a minimum of 24 hours after the event or incident in question. Contacting the coach in advance to set up an appropriate time to discuss the situation is courtesy.
2. **Playing time** – the issue of playing time is almost universally considered off-limits in regards to formal grievance procedures. We agree with this for several reasons. Good sportsmanship demands that those who do not play as much as others, actively support and encourage those who do. At the core of sportsmanship is having an "it's not about me" attitude. Demanding playing time is the opposite of this. That being said, our Club is about connecting kids with the sport of Lacrosse and every attempt to expose kids to game play will be made. We do however, play in competitive tournaments and expect that it is understood that for tournaments that are highly competitive, play time will vary at the discretion of the coach.
3. **Chain of command** – in keeping with basic democratic principles and respect, attempts shall first be made to resolve issues with the head coach of the team in question. Note middle school students are of an age that they should be learning and practicing conflict resolution skills, so the first attempt to resolve the issue should be made by the student. If no resolution is reached the parent should contact the coach.
4. **PLAYER/PARENT Concern Form**-if the issue or grievance cannot be resolved with the head coach, either party may request to review the situation with the club liaison and, if necessary to fill out a grievance form for formal follow up.
5. **Board Response**-all attempts to resolve the issue will be made with the Liaison and affected party. If a resolution cannot be reached, the matter will be referred to the Club Board for review and final decision making.

Contact information for Parent Liaison(s), Board Members and Coaches can be found at Hermistonlax.com.

PLAYER/PARENT CONCERNS FORM

INSTRUCTIONS: Prior to completing this form, please read thoroughly, Page 1 of *Process for Parent Concerns*.

To file a formal complaint, please fill out this form completely and submit it to the Athlete/Parent Liaison for our Club. If you need help completing the form, or want to discuss the issue before completing the complaint form, please contact the Club Liaison.

The information you submit will be held in confidence until you are contacted by the Club Liaison to discuss the process that will be followed to investigate and resolve the situation. The Liaison will work with the coaches, affected parties and the Board, as appropriate, to come to a resolution on the issue. Upon request, the Club will keep the name of the athlete confidential, except when doing so may result in danger to other athletes.

PART I: Person(s) Submitting the Complaint

Person completing this form _____

Check One: I am ___ the athlete ___ Athlete's parent/guardian ___ Other _____

Athlete's Name: _____ Athlete's Telephone # _____

Athlete's Address: _____

If you wish to have your parent(s), guardian(s), or another person be contacted by the Club Liaison, please provide the following information:

Name: _____ Telephone # _____ Relationship _____

Part II: The Complaint

Please describe the circumstances causing your complaint (give specific factual details, times, location, and name all individuals involved or who witnessed the situation) _____

What was the date of the circumstances causing your complaint? _____

Explain how you have been harmed by this circumstance. _____

Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts. Indicate dates, names and briefly describe conversation: _____

(OPTIONAL) Please describe the outcome or remedy you seek for this complaint. _____

Signature of Person Submitting Report _____ **Date Filed** _____

Initial Board Review (Date) _____ **Resolution Response (Date)** _____

Resolution Notes:

Resolution Communicated to _____ **on (Date)** _____